



DeKalb Workforce Development
Where Workforce Comes Together

DeKalb Workforce Development Complaints and Grievances

Whenever any person, organization or agency believes that the Governor, or the Governor's designee, Workforce Innovation and Opportunity Act (WIOA) grant recipient or Governor's designee, WIOA grant recipient or other sub recipient (e.g. service providers, contractors) has engaged in conduct that violates the WIOA Act and has a concern regarding this violation, the problem should first be discussed informally between those involved and then with the Georgia Department of Economic Development, Workforce Division before a grievance or complaint is filed.

The grievance or complaint process is intended to allow for a resolution of the violation at the most local level. Applicants and participants for WIOA-related services through the Workforce Innovation and Opportunity Act (WIOA) Title I will be treated fairly by DeKalb Workforce Development (DWD) and Georgia Department of Economic Development, Workforce Division or any of its sub recipients for funds entrusted to the agency and no applicant, participant, employee, service provider or training provider will be intimidated, threatened, coerced or discriminated against because they have made a complaint, testified, assisted or participated in any manner of an investigation, proceeding or hearing.

DeKalb Workforce Development and Georgia Department of Economic Development, Workforce Division is prohibited from discriminating, under Section 188 regulations 29 CFR part 37 of the Workforce Innovation and Opportunity Act, against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIOA Title I financially assisted program and activities.

Grievances and complaints should be filed as the participant's right in accordance with the written procedures established by DWD in this subsection for WIOA-funded program or activity whether informally or formally signed and in written form. If you think that you have been subjected to discrimination under a WIOA-funded program or activity, you may file a complaint within 180 days from the date of the alleged violation to the WIOA Equal Opportunity Officer at DeKalb Workforce Development. If you elect to file your complaint with the Georgia Department of Economic Development, Workforce Division, you must wait until DeKalb Workforce Development has issued a decision or until 60 calendar days have passed, whichever is sooner, before filing with the Georgia Department of Economic Development, Workforce Division.

After 60 calendar days of filing your grievance, the Georgia Department of Economic Development, Workforce Division requires DeKalb Workforce Development – local area to provide a formal decision, if the issue is not resolved informally. If you find the local hearing decision unsatisfactory, or if the local area does not respond to you in the allotted 60 days, you will have the opportunity to file a request for review by the Georgia Department of Economic Development's Workforce Division by using the WIOA Complaint Information Form via <http://www.georgia.org/competitive-advantages/workforce-division/resources/wioa-resources-job-seekers/>.

If you find the Georgia Department of Economic Development, Workforce Division's decision unsatisfactory, or if the division does not respond to you in the allotted 45 days, you will have the opportunity to file a request for review by the Executive Council Officer of the Governor. At the State level, WIOA requires an opportunity for an informal resolution and hearing to be completed within 60 calendar days of the filing. If the State's representative from Georgia Department of Economic Development, Workforce Division or the Executive Council does not respond within the 60 days, or either party wants to appeal, WIOA allows for a formal appeal to the U.S. Department of Labor. Federal appeals must be made within 60 calendar days of the receipt of the decision being appealed. USDOL will make a final decision no later than 120 days after receiving a formal appeal. USDOL will only investigate grievances and complaints arising through the established procedures.



WIOA does not allow for federal intervention until the formal procedure has been followed as outlined below.

I. Contact Local Area – **DeKalb Workforce Development** for inquiry to resolution of alleged grievance or complaint

Sandeep Gill
Deputy Director/EEO Officer
DeKalb Workforce Development
774 Jordan Lane, Building 4
Decatur, Georgia 30033
Email: sgill@dekalbcountyga.gov
Phone: (404) 687-3437
Fax: (404) 687-4099

II. Contact **State WIOA EO Officer**

WIA Title I Equal Opportunity Officer
Mr. David Dietrichs
Deputy Counsel
Georgia Department of Economic
Development, Workforce Division
75 Fifth Street, NW, Suite 845
Atlanta, GA 30308
404-962-4136 (voice)
404-876-1181 (fax)
800-255-0056 (TTY/TDD)
DDietrichs@georgia.org

OR

Ben Hames, Deputy Commissioner
Georgia Department of Economic Development,
Workforce Division
75 Fifth Street, NW, Suite 845
Atlanta, Georgia 30308
Email: bhames@georgia.org
Phone: (404) 962-4010, (404) 435-0970
Fax: (404) 463-5043

III. If resolution is not sufficient, contact
Director, Civil Rights Center (CRC),
U.S. Department of Labor
200 Constitution Ave. NW Room – N4123
Washington, DC 20210

And **Regional Administrator**
USDOL/Employment and Training Administration
Atlanta Federal Center, Room 6M112
61 Forsyth Street, SW
Atlanta, GA 30303

Form can be accessed through the Civil Rights Center website at: <http://www.dol.gov/oasam/programs/crc/Cife.pdf>

People with Hearing Impairments may contact the Georgia Relay Center at 1-800-255-0056 or 711

Discrimination complaints related to WIOA service delivery are handled separately from non-criminal complaints from participants. If you think that you have been subjected to discrimination under a WIOA Title I financially assisted program or activity, please see Section 1.7 Notice of Equal Opportunity and Nondiscrimination and Section 3.1.1 WIOA Administration Standards.

In case of suspected fraud, abuse or other alleged criminal activity, you should direct your concerns to the Georgia Office of Inspector General, 1-866-435-7644 or email at inspector.general@oig.ga.gov. This document can be translated using www.microsofttranslator.com

I have read and understand the above statement and acknowledge so by my signature.

Applicant Name (print):	_____	SSN:	_____
Applicant Name (signature):	_____	Date:	_____
Staff Name (print):	_____	Area:	DeKalb County – 05
Staff Name (signature):	_____	Date:	_____